

APR 15 2005

PATENT

Docket No. RSW920000026US1

**EXPEDITED PROCESSING -  
RESPONSE TO FINAL REJECTION****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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**APPLICATION NO.** 09/592,387 **Confirmation No.** 5014  
**FILED:** June 12, 2000 **Examiner:** T. Chuong  
**CASE NO.** RSW920000026US1 **Group Art Unit:** 2179

**TITLE:** USER ASSISTANCE SYSTEM

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Examiner T. Chuong in Art Unit 2179 to 703.872.9306 on April 15, 2005.

April 15, 2005  
Date

  
Lynn M. White

Commissioner for Patents  
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DO NOT ENTER  
05/03/05  
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**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.116  
TO EXAMINER'S FINAL ACTION MAILED NOVEMBER 16, 2004**

Sir:

This is in response to the final Office Action mailed November 16, 2004, having a period for response set to expire on February 16, 2005. A Petition extending the period for response for two months, to April 16, 2005, is enclosed, along with a Credit Card Payment Form authorizing the payment of the extension fee. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper. Remarks begin on page 6 of this paper.